Electronic Visit Verification Project
Provider Panel Presentation

APRIL 5, 2019

IDAHO DEPARTMENT OF
HEALTH & WELFARE

Overview

➢Panel topics

➢Provider presentations

  ➢Shauna Dawes – Bear Lake Memorial Hospital

  ➢Aaron Thain – AAA Home Care

  ➢Brandt Weaver – AAging Better In-Home Care

  ➢Marcy Hayman – Loving Care & More

  ➢Jenifer Massengale & Teresa Nelson – Home Helpers of Eastern Idaho

➢Question and answer session

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Ask a question using the "chat" feature in the WebEx Application.
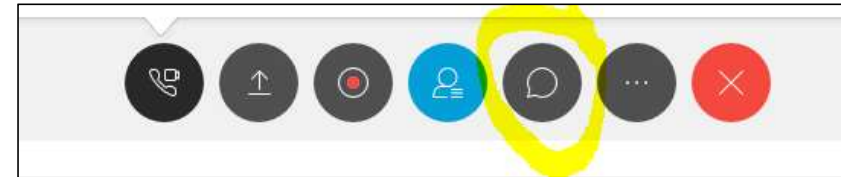
Panel Topics

➢ Provider demographics and regional characteristics

➢ EVV system overview

➢ EVV experience – Pros and cons

Shauna Dawes
Bear Lake Memorial Hospital

Bear Lake MEMORIAL Hospital — *Count on Us to Care*

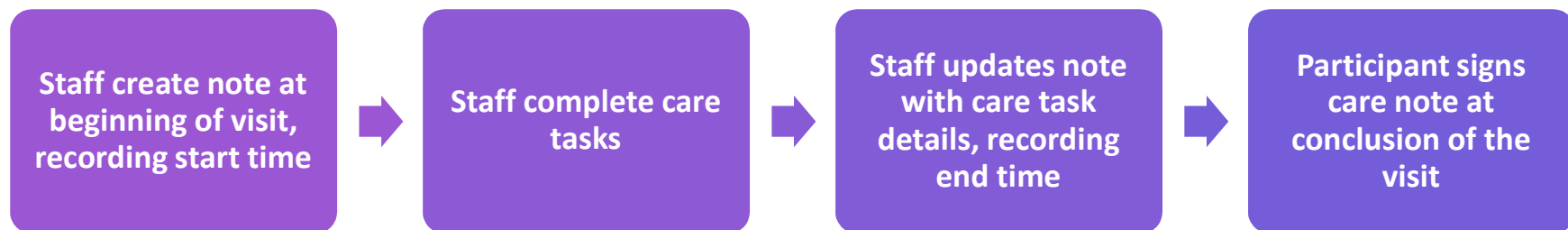STATUS: IMPLEMENTED

SYSTEM: KINNSER

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Demographics & Regional Characteristics

➤ Provider Type: Home Health, Personal Care Services, Private Duty

➤ Serve approximately 50 participants

➤ Staff size: 15

➤ Location: Montpelier, ID

➤ Service Area: Rural

➤ WIFI access and cellphone service is very limited

EVV System Overview

➢Vendor: Kinnser

➢Verification system: Mobile application
  ➢App records address where the visit takes place
  ➢Tablets and mobile hotspots are provided for staff to use during in-home visits

➢Manual entries are managed by the Director

➢How we use it

Staff create note at beginning of visit, recording start time	➤	Staff complete care tasks	➤	Staff updates note with care task details, recording end time	➤	Participant signs care note at conclusion of the visit

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EVV System Overview Continued

➢Implemented system in February 2018

➢Training was conducted by Kinnser

➢Cost of EVV System
  ➢Initial: $4,000
  ➢Ongoing Annual Fee: $3,900
  ➢System required clearinghouse

EVV Pros and Cons

➤Pros
  ➤Readability of care notes has improved
  ➤Increased efficiencies for office staff

➤Cons
  ➤System connectivity during in-home visits
  ➤Duplication of work due to connectivity issues

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Aaron Thain
AAA Home Care

STATUS: TESTING MULTIPLE VENDORS ON HANDLING BILLING MULTIPLE
SERVICES – "THE SPLITS"

Demographics & Regional Characteristics

➢Provider Type: Personal Care Services

➢Serve 363 Medicaid participants

➢Staff size: 336

➢Location: Boise & Nampa, ID

➢Service Area: Mostly urban

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EVV System Overview

➢Testing multiple vendor solutions
  ➢Exploring additional features of the systems, including: Scheduling, document storage/retrieval, billing, payroll, HR
  ➢Goal: To automate the entire process

➢Verification system: Telephone, web and mobile app, voice print and selfie
  ➢Plan to pay employees $5.00/month to compensate for increased data usage

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EVV System Overview Continued

➢Implementation in progress – Initiated January 2018

➢Implementation team consists of 5 staff from management, coordination, operations and accounting
  ➢May hire temporary staff to do data entry

➢System training will take the next 12 months
  ➢Implementation Team will receive training
  ➢Implementation Team will then train the other 9 office staff members
  ➢Staff will train care providers in small groups and demo the system

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EVV System Overview Continued

➢Cost of EVV System

    ➢Initial: $7,000

    ➢Ongoing Monthly Fee: $2,500-$4,500

        ➢One vendor option - EVV solution only: $750 per month

EVV Pros and Cons

➢Pros
  ➢Vendor technical support staff are responsive and competent

➢Cons
  ➢Implementation is taking longer than expected

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Brandt Weaver
AAging Better In-Home Care

STATUS: IMPLEMENTED

SYSTEM: CAREWHEN

Demographics & Regional Characteristics

➢Provider Type: Personal Care Services

➢Serve approximately 400 participants

➢Staff size: 160

➢Location: Post Falls, ID, Sandpoint, ID and Spokane, WA

➢Service Area: Rural and urban

➢WIFI access and cellphone service is limited in some areas

EVV System Overview

➢Vendor: CareWhen

➢Verification system: Telephone call-in or mobile application

➢Manual entries are managed by Managers, Schedulers and Officers

EVV System Overview Continued

➢Implemented system in January 2018

➢Training was conducted in the office through mandatory classes
  ➢Cheat sheets were also developed

➢Cost of EVV System
  ➢Ongoing Annual Fee: $8,500
  ➢Software includes an added cost per visit

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EVV Pros and Cons

➢Pros
  ➢Billing time savings for Medicaid claims
    ➢Anticipate a time savings for other billing capabilities – VA and Provider One
  ➢Increased accuracy in billing

➢Cons
  ➢Resistance from staff and clients – GPS clock-in and late arrival features
  ➢Reconciling clock-in times from EVV to physical records

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Marcy Hayman
Loving Care & More

Demographics & Regional Characteristics

➢Provider Type: Home Health, Personal Care Services

➢Serve approximately 200 participants

➢Staff size: 60+

➢Location: Silverton, ID

➢Service Area: Rural

EVV System Overview

➤ Vendor: Sandata

➤ Verification system: Telephone

➤ Manual entries are managed by the Schedulers

➤ Training completed in office
  ➤ Provided written instructions and demonstration
  ➤ Labor intensive and took approximately 2 months to onboard staff

➤ Implemented 10+ years ago

➤ Cost of EVV System: $1,000+ per month

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EVV Pros and Cons

➢Pros
  ➢Decrease in fraud
  ➢Accountability

➢Cons
  ➢Rounding issues – Reconciling EVV notes to paper notes
  ➢Timely clock-in vs. Scheduled times

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Jenifer Massengale and Teresa Nelson
Home Helpers of Eastern Idaho

STATUS: IMPLEMENTED

SYSTEM: CLEARCARE

Demographics & Regional Characteristics

➢Provider Type: Personal Care Services

➢Serve 177 participants

➢Staff size: 100

➢Location: Pocatello, ID

➢Service Area: Rural and urban
  ➢Bannock, Bingham, Bonneville, and Power counties

➢Limited cell phone reception in some service areas

EVV System Overview

➢ Vendor: ClearCare

  ➢ Agency also utilizes ClearCare scheduling feature

➢ Verification system: Mobile application

  ➢ Caregivers must have a smart phone

  ➢ Employees receive a small reimbursement for data use

➢ Office managers oversee the system and manually add entries as needed

  ➢ Quality assurance checks are completed by staff

EVV System Overview Continued

➢Implemented system in January 2019

➢Training
  ➢Office staff had conference calls with ClearCare
  ➢Caregivers came to office for group training on the system

➢Cost of EVV System
  ➢Ongoing monthly fee: Approximately $900
    ➢System charges per client
    ➢Caregiver entries are free

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EVV Pros and Cons

➢Pros
  ➢Real-time field updates for office staff
    ➢System dashboard tracks clock ins/outs, missed and late clock ins, incomplete and completed tasks, notes, etc.
    ➢Dashboard live-view shows snapshot of caregivers on shift, which clients are being served, etc.
  ➢Increased service accountability
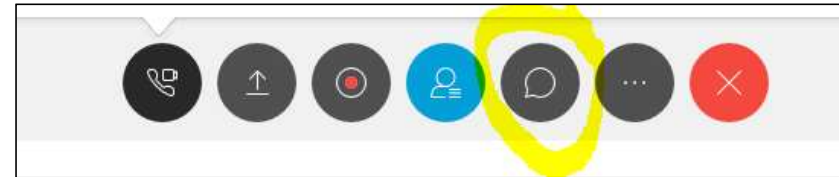
➢Cons
  ➢Geo fence issues and Google Map limitations
  ➢System set-up and plan modifications require manual entries
  ➢ClearCare displays one shift per page for printing

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Q & A Session

Ask a question using the "chat" feature in the WebEx Application.

Next Steps:

➢Provider survey of EVV adoption statewide. The survey launched March 18 and will close April 30, 2019.

➢Next stakeholder update is April 18.

Stay Up-To-Date!

- Visit http://EVV.dhw.Idaho.gov for more information about the project and upcoming activities.

- Email the project team at EVV@dhw.Idaho.gov .